

Functional Area 1

Skill Level 101: Information Systems Administration and Planning Manager (Mercer 1998 Job 006)

Description: Directs the preparation, review and consolidation of corporate, regional, subsidiary and/or divisional information systems budgets and business plans. Ensures adherence to budgets and business plans through periodic review of financial reports and capital appropriation requests. May be responsible for developing, implementing and enforcing policies, standards and methodologies. May be responsible for hardware contract administration and/or outsourcing contract administration and service levels, including negotiation of contract provisions, interface with legal department and maintenance of appropriate documentation. May oversee information systems personnel administration, including selection, training and personnel development. May be responsible for information systems security. Typically reports to the Corporate Information Systems Executive (001, 002).

Skill Level 102: Applications Systems Analyst – Lead (Mercer 1998 Job 022)

Description: Formulates/defines system scope and objectives based on user defined needs. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time and form of desired results. Prepares detailed specifications from which programs will be written. Analyzes and revises existing system logic difficulties and documentation as necessary. Has full technical knowledge of all phases of applications systems analysis. May use CASE tools. Also has duties instructing, directing, and checking the work of other systems analysis personnel. Responsible for quality assurance review. Acts as project leader for projects with small budgets or limited duration.

Skill Level 103: Applications Systems Analyst – Senior (Mercer 1998 Job 024)

Description: Under general direction, formulates/defines system scope and objectives based on user needs. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time and form of desired results. Prepares detailed specifications from which programs will be written. Analyzes and revises existing system logic difficulties and documentation as necessary. Competent to work at the highest technical level of all phases of applications systems analysis activities. May use CASE tools.

Skill Level 104: Applications Systems Analyst – Intermediate (Mercer 1998 Job 026)

Description: Under general supervision, formulates and defines system scope and objectives through research and fact-finding to develop or modify moderately complex information systems. Prepares detailed specifications from which programs will be written. Analyzes and revises existing system logic difficulties and documentation as necessary. Competent to work on most phases of applications systems analysis activities, but requires instruction and guidance in other phases. May use CASE tools.

Skill Level 105: Applications Systems Analyst – Associate (Mercer 1998 Job 027)

Description: Under immediate supervision, assists in research and fact-finding to develop or modify information systems. Assists in preparing detailed specifications from which programs will be written. Analyzes and revises existing system logic difficulties and documentation as necessary. This level is staffed by beginners who have had sufficient educational background and/or experience to qualify them to start in applications systems analysis. May use CASE tools.

Skill Level 106: Applications Programmer – Lead (Mercer 1998 Job 032)

Description: Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time and form of desired results. Responsible for program design, coding, testing, debugging and documentation. Has full technical knowledge of all phases of applications programming. Also has duties instructing, directing and checking the work of other programming personnel. Responsible for quality assurance review. Acts as project leader for projects with small budgets or limited duration. Responsible for directing and monitoring the work of team members. Note: This position does not perform systems analysis functions.

Skill Level 107: Applications Programmer – Senior (Mercer 1998 Job 034)

Description: Under general direction, devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time and form of desired results. Designs, codes, tests, debugs and documents those programs. Competent to work at the highest technical level of all phases of applications programming activities. Note: This position does not perform systems analysis functions.

Skill Level 108: Applications Programmer – Intermediate (Mercer 1998 Job 036)

Description: Under general supervision, modifies moderately complex applications programs from detailed specification. Codes, tests, debugs and documents and maintains those programs. Competent to work on most phases of applications programming activities, but requires instruction and guidance in phases. Note: This position does not perform systems analysis functions.

Skill Level 109: Applications Programmer – Associate (Mercer 1998 Job 037)

Description: Under immediate supervision, modifies applications programs from detailed specifications. Codes, tests, debugs, documents and maintains those programs. This level is staffed by beginners who have had sufficient educational background and/or experience to qualify them to start in applications programming. Note: This position does not perform systems analysis functions.

Skill Level 110: Software Systems Engineer – Lead (Mercer 1998 Job 042)

Description: Formulates/defines specifications for complex software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Responsible for program design, coding, testing, debugging and documentation. Usually responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, computer accounting and advanced mathematical/scientific software packages. Has full technical knowledge of all phases of software systems programming applications. Also has duties instructing, directing and checking the work of other operating systems programming personnel. Responsible for quality assurance review and the evaluation of new and existing software products. Acts as project leader for projects with small budgets or limited duration.

Skill Level 111: Disaster Recovery Specialist (Mercer 1998 Job 068)

Description: Responsible for developing, testing and implementing policies and procedures to protect the data and activities of the Information Systems Operations in the event of a disaster or emergency. Updates emergency plans and procedures as needed. Coordinates the use of offsite storage locations and resources needed for recovery operations. May provide data storage/security education and awareness programs.

Skill Level 112: Database Analyst/Programmer – Senior (Mercer 1998 Job 102)

Description: Under general direction, designs, implements and maintains complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, and integration of systems through database design. Competent to work at the highest level of all phases of database management.

Skill Level 113: Documentation Specialist – Senior (Mercer 1998 Job 122)

Description: Under general direction is responsible for preparing and/or maintaining systems, programming and operations documentation, procedures and methods, including user manuals, reference manuals, etc. Maintains a current internal documentation library. Provides or coordinates special documentation services as required. Competent to work at the highest level of all phases of documentation. May act as project leader for large jobs.

Skill Level 114: Data Security Administration Manager (Mercer 1998 Job 180)

Description: Directs and implements the necessary controls and procedures to cost-effectively protect information systems assets from intentional or inadvertent modification, disclosure or destruction. Provides guidance and direction for the physical protection of information systems assets to other functional units. Provides reports to superiors regarding effectiveness of data security and makes recommendations for the adoption of new procedures. Assigns work to subordinates, monitors performance, and conducts performance appraisals. Interviews and make recommendations for additional staff. Typically reports to Corporate Information Systems Executive or Director of Information Systems Operations.

Skill Level 115: Data Security Analyst (Mercer 1998 Job 181)

Description: Under limited supervision, performs all procedures necessary to ensure the safety of information systems assets and to protect systems from intentional or inadvertent access or destruction. Interfaces with user community to understand their security needs and implements procedures to accommodate them. Ensures that user community understands and adheres to necessary procedures to maintain security. Conducts accurate evaluation of the level of security required. Provides management with status reports. Typically reports to Data Security Administration Manager.

Skill Level 116: PC Products Analyst (Mercer 1998 Job 202)

Description: Analyzes and evaluates micro-computer products and systems available in the marketplace. Analyzes such products for compatibility, expandability and ease of use and support. Recommends to management the support or nonsupport of evaluated products. Participates in the development and customization of products. Designs application options/screens compatible with mainframe applications. Prepares product development documentation regarding use of product. Typically reports to PC Support Manager.

Skill Level 117: Web Project Manager (Mercer 1998 Job 340)

Description: Serves as project manager of a development team responsible for planning, developing, and deploying web sites including preparation of text, graphics, audio, and video for web pages. Works directly with partners and clients to determine project scope and specifications. Coordinates the work of design and development teams to implement online designs. Reviews progress, manages resources, and ensures overall quality of completed web site. Typically requires a college degree in computer science or related field, experience in management, and understanding of web technologies.

Skill Level 118: Planning and Engineering Manager (Mercer 1998 Job 535)

Description: Responsible for the selection, direction and performance of telecommunication engineering and analysis studies. Supervises and manages sustained engineering projects, test and evaluation programs, and performs normal engineering services (e.g., transmission, circuit design software). May conduct long-term strategic planning activities for LAN/WAN development and implementation, including transmission media, systems architecture, and general technology guidelines. Analyzes and provides management with information on availability and pricing of telecommunication technology and services. Typically requires the equivalent of a B.S.E.E. with a minimum of 5 years experience in operations, maintenance, and sustained engineering of LAN to WAN internet working. Usually reports to Telecommunications Department Director/Manager (505/507/510).

Skill Level 119: Network Planning Manager (Mercer 1998 Job 540)

Description: Responsible for long-term strategic planning to ensure network capacity meets current and future network requirements including planning for remote hardware and communications facilities; development and implementation of methodologies for system analysis, installation and support. Defines and develops methodology to ensure compatibility of all software and hardware products at each facility. Provides ongoing coordination in the analysis, acquisition and installation of remote hardware and software. May supervise Network Planning Analysts. Usually requires the equivalent of a B.S. in Computer Science, Math or Engineering and 6-8 years experience. Typically reports to Telecommunications Department Director/Manager (507/510) or Planning and Engineering Manager (535).

Skill Level 120: Data Communications Manager – Planning and Implementation (Mercer 1998 Job 570)

Description: Ensures that adequate and appropriate planning is provided for remote hardware and communications facilities to develop and implement methodologies for analysis, installation and support of distributed processing client/server systems. Provides coordination in the analysis, acquisition and installation of hardware, software and facilities. Manages the training and efforts of a staff engaged in system and network planning, analysis, and monitoring activities. Usually requires a minimum of 8-10 years experience in software/hardware LAN and WAN network design and analysis. Typically reports to Telecommunications Department Director/Manager (505/507/510) or Planning and Engineering Manager (535).

Skill Level 121: Voice Communications Manager – Planning & Implementation (Mercer 1998 Job 580)

Description: Ensures that adequate and appropriate planning is provided for remote hardware and communications facilities to develop and implement methodologies for analysis, installation and support of voice communications systems. Provides coordination in the analysis, acquisition and installation of remote hardware and software. Interfaces with internal/external customers and vendors to determine system needs. Manages the training and efforts of a staff responsible for system and network planning and analysis activities. May include billing/chargeback responsibilities. Usually requires a minimum of 8 – 10 years experience in software/hardware voice network design and analysis usually in a telephone operating company. Typically reports to Telecommunications Department Director/Manager (505/507/510) or Planning and Engineering Manager (535).

Skill Level 122: Network Planning Analyst – Senior (Mercer 1998 Job 620)

Description: Plans and evaluates complex existing network systems and makes recommendations for resources required to maintain and/or expand service levels. Provides highly skilled technical assistance in network planning, engineering, and architecture. Develops technical standards and interface applications; identifies and evaluates new products; provides resolution for network problems. May interface with vendors to identify and purchase hardware and software. May function as lead position for other Network Planning Analysts. Usually requires the equivalent of a B.S. in Computer Science, Engineering, or Math with a minimum of 6 – 8 years experience in telecom networks. Typically reports to Telecommunications Department Director/Manager (507/510) or Network Planning Jobs (540/550/570/580).

Skill Level 123: Communications Analyst – Senior (Mercer 1998 Job 660)

Description: Under general direction, assists in the planning, design and implementation of communications networks. Responsible primarily for the assessment and optimization of network design through review and assessment of user needs, conducts feasibility studies for large projects, develops requests for proposal, evaluates vendor products and makes recommendations on selection. Usually has a minimum of 5 years experience in telecommunications, with strong emphasis in network design, traffic engineering, equipment vendors, and carriers. May function as lead position providing guidance and training to less experienced analysts. Typically reports to Data/Voice Communications Management (570/580) or Internal Communications Systems Consultant (590).

Skill Level 124: Telecommunications Engineer/Analyst – Senior (Mercer 1998 Job 915)

Description: An individual contributor job, under general direction, which is responsible for complex engineering and/or analytical tasks and activities associated with one or more technical areas within the telecom function (such as, but not limited to, network design, engineering, implementation, or operations/user support). Would usually have a minimum of 6 – 8 years technical telecom experience (assuming a minimum of a related degree or equivalent technical training in addition to the years of experience), supplemented with continuing education network/telecom courses/technical seminars.

Skill Level 125: Information Services Consultant (Mercer 1998 Job 3010)

Description: Top level technical expert supporting unlimited end user groups. Works with user groups to solve business problems with available technology including advise, hardware, software databases, and peripherals. Has high level of diverse technical experience related to studying and analyzing systems needs, systems development and systems process analysis, design and re-engineering. Has skills and experience related to business management, systems engineering, operations research, and management engineering. Typically has specialization in particular software or business application utilized in an end user environment. Keeps abreast of technological developments and applications.

Skill Level 126: Internal Communications Systems Consultant (Mercer 1998 Job 3020)

Description: Provides systems guidance for current and proposed investments in telecommunications and network facilities and/or services from the development of communication software through financial implementation review. Researches present and future communications technologies. Works closely with system users to provide direction/assistance in identification and resolution of user problems. May supervise a group of planning analysts responsible for research/technical assistance for the user group. Usually has 8-10 years experience in telecommunications with emphasis on systems analysis, LAN/WAN telecommunications network design, and traffic engineering.

Skill Level 127: Business Process Consultant (Mercer 1998 Job 3030)

Description: Responsible for most complex systems process analysis, design, and simulation. Has highest level understanding of organization's business systems and industry requirements. Focus is on process analysis and re-engineering, with an understanding of technical problems and solutions as they relate to the current and future business environment. Creates process change by integrating new processes with existing ones, and communicating these changes to impacted Business Systems teams. Recommends and facilitates quality improvement efforts. May lead re-engineering team and act as project manager in some cases.

Skill Level 128: Client/Server Network Architect (Mercer 1998 Job 3050)

Description: Top level technical expert responsible for design and development of a client/server environment. Develops strategy of client/server system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, data access and applications development. Sets standards for the client/server relational database structure for the organization (SQL, ORACLE, SYBASE, etc.). Advises of feasibility of potential future projects to management.

Skill Level 129: Software Architect (Mercer 1998 Job 3060)

Works independently designing and developing new software products or major enhancements to existing software. May lead a large development team in design of highly complex software systems. Acts as highest level technical expert, addressing problems of systems integration, compatibility, and multiple platforms. Responsible for project completion. Performs feasibility analysis on potential future projects to management.

Skill Level 130: Groupware Specialist (Mercer 1998 Job 3080)

Description: Responsible for the implementation, maintenance, and support of company messaging systems. May work closely with first tier support staff to solve system problems. Ensures smooth integration of all groupware systems in a particular environment. Provides technical support on local groupware replication and client dial-up access issues. Prepares documentation that will assist in the maintenance of the groupware system. May serve as an internal consultant to developers, assisting them in the area of server supports, security, ID files, and other development issues that will aid the process. Has solid working knowledge of WANs, LANs, and telecommunication concepts as they relate to the groupware system and database replication.

Skill Level 131: Business Systems Specialist (Mercer 1998 Job 3130)

Description: Top level technical contributor with expertise in particular business processes responsible for formulating systems scope and objectives relative to the organization's business plan and industry requirements. Acts independently or as a member of a project team responsible for providing technical guidance concerning the business implications of the application of various systems. Provides technical consulting on complex projects. Devises and/or modifies procedures to solve the most complex technical problems related to computer equipment capacity and limitations, operating time, and form of desired results. Creates detailed specifications from which programs will be written. May have quality assurance responsibilities.

Skill Level 132: Business Systems Analyst – Lead (Mercer 1998 Job 3132)

Description: Formulates and defines systems scope and objectives based on both user needs and a thorough understanding of business systems and industry requirements. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operation time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirement specifications. Not only possesses full technical knowledge of most phases of systems analysis, but also considers the business implications of the application of technology to the current and future business environment. Also has duties of instructing, directing and checking the work of business systems analysis personnel. Acts as a team leader for projects with moderate budgets or of a short to intermediate duration.

Skill Level 133: Business Systems Analyst – Senior (Mercer 1998 Job 3133)

Description: Under general direction, formulates and defines systems scope and objectives based on both user needs and a good understanding of applicable business systems and industry requirements. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirement specifications. Guides and advises less experienced Business Systems Analysts. Competent to work at the highest technical level of most phases of systems analysis while considering the business implications of the application of technology to the current and future business environment.

Skill Level 134: Business Systems Analyst – Intermediate (Mercer 1998 Job 3134)

Description: Under general supervision, formulates and defines systems scope and objectives through research and fact-finding combined with an understanding of applicable business systems and industry requirements. With this knowledge, develops or modifies moderately complex information systems. Includes analysis of business and user needs, documenting requirements, and revising existing system logic difficulties as necessary. Guides and advises less experienced Business Systems Analysts. Competent to work in some phases of systems analysis and considers the business implications of the application of technology to the current business environment.

Skill Level 135: Business Systems Analyst – Associate (Mercer 1998 Job 3135)

Description: Under direct supervision, assists in formulating and defining systems scope and objectives through research and fact-finding combined with a basic understanding of business systems and industry requirements. Includes analysis of business and user needs, documenting requirements, and revising existing system logic difficulties as necessary under direction of experienced Business System Analysts. Competent to consider most business implications of the application of technology to the current business environment.

Skill Level 136: Software Developer – Lead (Mercer 1998 Job 3152)

Description: Under general direction, has full technical knowledge and thorough understanding of business application of the project. Also has duties of instructing, assigning, directing, and checking the work of other software developers on an assigned development team. Assists in scheduling and coordinating projects. May be involved in design phase of project as well. Works with customers and technical staff to resolve problems with software and responds to suggestions for improvements and enhancements. Acts as team leader on projects. Participates in development of software user manuals.

Skill Level 137: LAN/WAN Integrator (Mercer 1998 Job 3175)

Description: Responsible for the overall integration of the enterprise-wide network including the planning, design, installation, maintenance, management, and coordination of the corporate LAN/WAN (may include local, metropolitan, and wide area networks). Has responsibility for technical architecture and recommendations related to LAN/WAN. Is typically a top level technical contributor with advanced knowledge and experience in the area of local and wide area networking, communications, and related hardware/software. Maintains high level of technical expertise and studies vendor products to determine those which best meet company needs. Presents information to management which may result in the purchase and installation of

hardware, software, and telecommunication equipment. Recommends network security procedures and policies. Knowledgeable in a multi-platform operating environment. May work with Voice and/or Data Communications Analysts.

Skill Level 138: Documentation Clerk (Mercer ____ Job 2050)

Description: Under immediate supervision, carries out the clerical aspects of the documentation function. This level is staffed by beginners who have sufficient educational background and/or experience to qualify them to start in documentation. May report to information systems department of Word Processing Supervisor.

Skill Level 139: Graphics Specialist (Mercer ____ Job 2060)

Responsible for graphics design and use, operation and setup of computer graphic systems for business communications. Executes graphic projects and assists in coordination of all graphic production scheduling; coordinates production support with outside vendors, as needed. Ensures that graphic projects are completed on time, within budget and to user's satisfaction. Interfaces with users to determine scope of project and best graphic medium. Trains other personnel in proper use of computer graphic equipment. Trouble shoots computer equipment problems and performs minor preventative maintenance. Typically reports to department manager or information systems management.

Skill Level 140: Systems Administrator (Mercer ____ Job 4000)

Responsible for activities related to system administration. Assigns personnel to various projects, directs their activities, and evaluates their work. Ensures long-term requirements of systems operations and administration are included in the overall information systems planning of the organization. Responsible for the installation, maintenance, configuration, and integrity of computer software. Implements operating system enhancements that will improve the reliability and performance of the system.

Skill Level 141: Information Systems Training Specialist – Senior (Mercer ____ Job 4810)

Under general direction, organizes prepares and conducts complex training and educational programs for information systems or user personnel. May design and develop in-house programs. Maintains records of training activities, employee progress and program effectiveness. Competent to work the highest level of all phases of information systems training.

Skill Level 142: Information Systems Training Specialist (Mercer ____ Job 4820)

Under general supervision, organizes and conducts moderately complex training and educational programs for information systems or user personnel. Maintains records of training activities, employee progress and program effectiveness. Competent to work on most phases on information systems training.

Skill Level 143: Help Desk Coordinator – Senior (Mercer ____ Job 5210)

Under general direction of the Help Desk Manager, is responsible for ensuring the timely process through which problems are controlled. Includes problem recognition, research, isolation, resolution and follow-up steps. Requires experience and understanding of MIS environment. Is able to resolve less complex problems immediately, while more complex problems are assigned to second level support or supervisor. Typically involves use of problem management database and help desk system. May provide guidance/training for less experienced personnel.

Skill Level 144: Help Desk Coordinator (Mercer ____ Job 5220)

Under immediate direction of the Help Desk Manager or senior help desk personnel. Respond to and diagnoses problems through discussions with users. Includes problem recognition, research, isolation and resolution steps. Typically is able to resolve less complex problems immediately, while more complex problems are assigned to second level support, senior operator or supervisor. May involve use of problem management database and help desk.

Skill Level 145: LAN Support Engineer/Technician – Senior (Mercer ____ Job 5800)

Monitors and responds to complex technical control facility hardware and software problems utilizing a variety of hardware and software testing tools and techniques. Provides primary interface with vendor support service groups or provides internal analysis and support to ensure proper escalation during outages or periods of degraded system performance. May provide LAN server support. Requires extensive knowledge of PC/LAN communications hardware/software in a multi-protocol environment, and network management software. May function as lead job providing guidance and training for less experienced technicians. Requires a minimum of 4 years experience on data communications troubleshooting.

Skill Level 146: LAN Support Technician – Intermediate (Mercer ____ Job 5810)

Monitors and responds to technical control facility hardware and software problems utilizing hardware and software testing tools and techniques. May interface with vendor support service groups to ensure proper escalation during outages or periods of degraded system performance. May assist with installation or terminals and associated hardware. May provide LAN server support. Requires strong knowledge of PC/LAN communications hardware/software, in a multi-protocol environment, and network management software. Usually requires 2 –4 years experience in data communications troubleshooting.

Skill Level 147: LAN Support Technician – Associate (Mercer ____ Job 5820)

Assists in monitoring and responding to technical control facility hardware and software problems utilizing hardware and software testing tools and techniques. May provide LAN server support. May assist with installation of terminals and associated hardware. Requires knowledge of data scopes, patch panels, modem, concentrators, and associated terminals and network management software. Usually requires a minimum of 1 year experience in data communications troubleshooting or network control activities.

Skill Level 148: Web Designer (Mercer ____ Job 6230)

Designs and builds web pages using a variety of graphics software applications, techniques and tools. Designs and develops user interface feature, site animation and special effects elements. Contributes to the design group's efforts to enhance the look and feel of the organizations online offerings. Designs the website to support the organization's strategies and goals relative to external communication. Typically requires a college degree in fine arts or graphic design. Requires understanding of web-based technologies and through knowledge of HTML, PhotoShop, Illustrator, and/or other design-related applications.

Skill Level 149: Web Software Developer (Mercer ____ Job 6240)

Designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, and JavaScript) for a component of the website. Works with graphic designers and other members of a project team to develop the site concept, interface design, and architecture of the website. Responsible for interface implementation. Integrates web applications with backend databases. Deploys large web-based transaction systems using application servers. Researches, tests, builds and coordinates the integration of new products per production and client requirements. Requires strong navigation and site-design instincts. Typically requires college degree in computer science or related field, and development experience in web-based languages.

Skill Level 150: Project Manager – Sr. (Mercer ____ Job 9020)

Responsible for all aspects of the development and implementation of assigned projects and provides a single point of contact for those projects. Takes projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, and client services. Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensure adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks, and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analyses and solutions of problems.

Skill Level 151: Principal Industry/Functional Area Expert (no Mercer correlation)

Recognized for strong expertise in industry issues and trends. Utilizes functional area expertise gained through direct industry experience to assess the operational and functional baseline of an organization and its organizational components. Works with senior managers and executives to provide industry vision and strategic direction with regard to their enterprise. Guides the determination of information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Generates functional area strategies for enhanced IT operations in a cross-functional area mode throughout the organization. Participates in account strategy sessions, strategic assessments and design reviews to validate enterprise approach and associated work products.

Provides guidance and direction to other professionals, acts in a consulting and/or advisory capacity; coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines.